

W-03443A-11-0040

ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

0000124529

Investigator: Carmen MadridPhone: ()Fax:

-9

Priority: Respond Within Five DaysOpinion No. 2011 94461Date: 4/12/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Randy

Brumund

Account Name: Randy BrumundHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: n/aCBR:State: AZ Zip: 00000is: E-MailUtility Company: Appaloosa Water CompanyDivision: WaterContact Name:Contact Phone:Nature of Complaint:

*****REFERRED FROM COMMISSIONER NEWMAN'S OFFICE*****

From: Randy M Brumund [mailto:]
Sent: Sunday, April 10, 2011 6:31 PM
To: Newman-Web; RM Brumund
Subject: a picture for you

Docket # W-0344A-11-0040

This is a copy of the notification that I received from appaloosa Water Company. It concerns their admission that they have not been filtering out the arsenic as required. This is in spite of the fact that they have asked for a 100% rate increase. By their own admission, they haven't been doing what they should be doing.

Thank you,
Randy

Arizona Corporation Commission

DOCKETED

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Appaloosa Has Levels of Arsenic Above Drinking Water Standards

Our water system, Appaloosa Meadows, recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on 1/16/2011 show that our system exceeds the standard, or maximum contaminant level (MCL), for arsenic. The standard for arsenic is 10 parts per billion (ppb). The average level of arsenic over 2010 was 9.45. Including the January 2011

APR 13 2011

DOCKETED BY

RECEIVED

2011 APR 13 P 3:55

AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

sample the average over the last 4 quarters was 11.5 ppb.

What should I do?

You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an immediate risk. If it had been you would have been notified immediately. Some people who drink water containing arsenic in excess of the MCO over many years could experience skin damage or problems with circulatory system and many have an increased risk of getting cancer.

What is being done?

The filter media which absorbs the arsenic is reaching the end of it's useful life. It is presently removing 35% of the natural occurring arsenic. We will need to replace the filter media to achieve reduction below current standards. We anticipate resolving the problem when a source of financing is secured.

For more information, please contact Kimble McClymonds, R.S. at 928-899-3794.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Appaloosa meadows, Public Water System ID #AZ-04-13-205. Date distributed: 4/1/2011

Any ADEQ translation or communications in a language other than English is unofficial and not binding on the State of Arizona.

-----last portion of flyer is blurry and unreadable-----
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/12/11 Opinion noted and filed in Docket No. W-03443A-11-0040. closed

Copy of opinion sent to ADEQ.
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94461

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Appaloosa Has Levels of Arsenic Above Drinking Water Standards

Our water system, Appaloosa Meadows, recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on 1/16/2011 show that our system exceeds the standard, or maximum contaminant level (MCL), for arsenic. The standard for arsenic is 10 parts per billion (ppb). The average level of arsenic over 2010 was 9.45. Including the January 2011 sample the average over the last 4 quarters was 11.5 ppb.

What should I do?

You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an immediate risk. If it had been you would have been notified immediately. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with circulatory system, and many have an increased risk of getting cancer.

What is being done?

The filter media which absorbs the arsenic is reaching the end of it's useful life. It is presently removing 35% of the natural occurring arsenic. We will need to replace the filter media to achieve reduction below current standards. We anticipate resolving the problem when a source of financing is secured.

For more information, please contact Kimble McDymonds R.S. at 928-898-3794.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly(for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Appaloosa Meadows, Public Water System ID#: AZ-04-13-208. Data distributed: 4/1/2011.

Any ADEQ translation or communication in a language other than English is unofficial and not binding on the State of Arizona.

Cualquier traducción o comunicado de ADEQ en un idioma diferente al inglés no es oficial y no representará al Estado de Arizona o ninguna obligación jurídica.